

## ABSTRACT

A productivity center provides remote support directly and indirectly to one or more monitored systems. The productivity center receives data on the operating system, database, and applications, such as SAP Basis, and determines if any jobs need to be performed. The 5 productivity center optimizes resources by automatically performing some of the jobs and then allocating other jobs to associates based on their skill levels. A scheduling algorithm factors in the associate's skill level, time needed to perform the job, the required completion time, the associate availability, and other factors to optimize use of the associates time. The productivity center provides status information on the monitored systems and provides alerts and notifications to clients on the status of the monitored system.

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